Job Description

Job Title:	Utility Billing Supervisor	Classification:	Classified
Department:	Finance	Grade:	200
Occupational Group:	Financial	FLSA:	Exempt
Status:	Full-Time	Supervisory:	Yes

Primary Purpose

Under general supervision; manages and oversees the daily operations of Utility Billing functions to ensure proper customer service, as well as the accurate and secure handling of the City's customer utility accounts.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Manages the development and implementation of goals, objectives, and overall direction of the Utility Billing unit to ensure efficient organization and completion of work.
2. Supervises Utility Billing personnel, services, programs and activities including the appointment, promotion, evaluation, and discipline of departmental staff.
3. Oversees all processes involved in the billing and collection of payments for sewer and trash service.
4. Communicates and monitors policies, procedures, and standards for Utility Billing.
5. Recommends improvements and changes to policies and procedures to the Finance Director when necessary.
6. Interacts with staff from other departments, business owners, and the public either in-person or by telephone to respond to inquiries, receive complaints, or resolve problems. Investigate and resolve escalated complaints.
7. Performs special assignments as requested to include researching and preparing reports and projects, developing and implementing programs, and presenting technical data to management.
8. Ensures employees are adequately cross-trained to maximize service and efficiency.
9. Monitors customer utility accounts to ensure proper billing and set up.
10. Monitors ordinance changes, annexations, and sewer agreements to ensure accurate utility billing.
11. Ensures the City's utility accounts and billing functions are in compliance with Federal, State, and municipal laws and regulations.
12. Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process.
13. Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by providing critical input prior to the Department Director issuing a final recommendation for disciplinary action in compliance with the City's policies and procedures.
14. Participates in hiring and promotional processes by providing critical input to the Department Director and Human Resources regarding hiring and promotional opportunities. Cooperates and coordinates with the City Human Resources Department to comply with rules and regulations related to recruitment, hiring, and promotional processes.
15. Contributes effectively to the Finance Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure

duties are performed without negatively impacting co-workers or delivery of service to the public.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Basic principles of employee supervision and procedures; accounting, bookkeeping, billing practices, and payroll practices and principles; City policies and procedures; Microsoft Office Suite.

Skill in: Verbal and written communications with co-workers, vendors, customers, and citizens; interpersonal skills to successfully develop positive intergovernmental and employee relationships; excellent customer service; resolving conflict and complaints; computer programs (including Microsoft Excel) and related software; generating reports; accessing and analyzing customer accounts; preparing spreadsheets and generating correspondence; Microsoft Office Suite.

Education: High school diploma or GED equivalent required and completion of 60 college credit hours, emphasis in Accounting, Management, Business Administration, or related discipline. Bachelor's degree in related discipline is preferred.

Experience: Four years experience in bookkeeping, accounting, and office management; customer service, data entry into an automated administrative system, and supervisory experience required.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	